

# Osama Abd Elmonem Abdo Alsharkawy

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## ● Objectives

- Enhancing my skills and adding a contribution by using my qualifications and developing myself in a company which encourages the development of its employees.

## ● Education

- **2010-2013:** Bachelor of Management information systems, Higher Institute of Computer and Information Technology and Management (Egyptian Academy) **Grade:** Good
- **Graduation Project:** Designing a website to market mobile phones **Grade:** Excellent

## ● Work Experience

- (From January 2020 to Present) Assistant IT Manager at Steigenberger Taba Hotel & Nelson Village-Taba
- (From April 2017 to January 2020) IT Supervisor at SUNRISE Arabian Beach Resort- Grand Select -Sharm El Sheikh
- (From September 2015 to April 2017) IT support at SUNRISE Holidays Resort – Hurghada

## ● Technical and interpersonal skills

### ○ Technical Skills:

- ✖ Installation, configuration and managing Windows server, 2008, 2012, 2016
- ✖ Installation, configuration and managing Active Directory, DHCP, DNS
- ✖ Installation, configuration and managing KASPERSKY security Center 10&11
- ✖ Installation, configuration and managing ESXI and Hyper-V
- ✖ Installation, configuration and managing BACKUP SERVER (Veritas Backup Exec 20 & KLS)
- ✖ Installation, configuration and managing WSUS SERVER
- ✖ Installation, configuration and managing MAGICINFO SERVER
- ✖ Manage network security devices and Firewall (FortiGate, TMG)
- ✖ Manage and Troubleshooting Infrastructure, Systems Network
- ✖ Manage and Troubleshooting (Wi-Fi, CCTV, IP Phones)
- ✖ Manage and Troubleshooting Aruba Operating System Software. Model:7210 Version: 6.5.4.6
- ✖ Manage and Troubleshooting Aruba Operating System Software. Model:7205 Version: 6.5.4.7
- ✖ Manage and Troubleshooting HP Switch 5406zl (J8697A)
- ✖ Manage and Troubleshooting IAC BOX Version: 18.0.12867 (p13710)
- ✖ Manage and Troubleshooting Mikrotik
- ✖ Manage and Troubleshooting LYNK REACH Version 4
- ✖ Manage and Troubleshooting San storage
- ✖ Manage and Troubleshooting Radius SERVER
- ✖ Manage and Troubleshooting Symphony & Caps SERVER
- ✖ Manage and Troubleshooting OXI SERVER

- **Knowledge of Hospitality Applications:**

- ✖ Manage and troubleshooting the following:
  - Micros Fidelio Suite8 V8.9.6.1 (PMS)
  - Opera V5.0 (PMS)
  - Fidelio Material Control Versions 8.8
  - SUN Versions 6.2.1
  - Solution (HR Payroll System)
  - Door Locks (Inhova, Hoteck, VingCard)
  - Call account system (Shylock & EPIX)
  - Restaurant Self Reservation System
  - GSC "Guest service center"
  - POS (Golden Soft -Symphony)
  - Interfaces (Symphony - Suite8 & Opera - Call Account - Door Locks (Inhova, VingCard)- IPMagix)

- **Interpersonal Skills:**

- ✖ Good communication skills in management issues
- ✖ Good troubleshooter
- ✖ Flexible and adaptable
- ✖ Able to operate under pressure

- **Linguistic Skills:**

- ✖ Arabic Mother tongue
- ✖ English Very Good

- **Certificates, Training Courses**

- Visual Basic 6
- CCNA R&S
- Aruba -Certified Mobility Professional (ACMP)

- **Personal Data**

- **Date of Birth:** July 7,1992
- **Gender:** Male
- **Nationality:** Egyptian
- **Social Situation:** Married
- **Military Service:** Finished
- **Address:** Zifta, Al Gharbiyah

- **References**

- Available upon request